
DELAWARE NURSING HOME RESIDENTS QUALITY ASSURANCE COMMISSION

Point of Hope
34 Blevins Drive
Suite 5
New Castle, DE 10720

FINAL

Meeting November 13, 2018
Minutes

Commission Member(s) Present: Lisa Furber, DNHRQAC Chair, Karen Gallagher, Dr. Michela Coffaro, Psy D.

Commission Member (s) Absent: Representative Kim Williams; Yrene Waldron; Lt Gov. Bethany Hall-Long; and Amy Milligan. Also not in attendance, Deputy Attorney General Karin Volker, Esquire.

Others Present: Marcella Margaret Bailey; Hooshang Shanehsaz, DSAAPD; Dava Newnam, DSAAPD; Dr, Melissa Winters, DHCI; Trisha Lavage, DHCI; Rhonda Evans, DHCI; Jessica Guido – Brown, DHCI; Angela Foraker, DHCI; Christina Kontis, Medicaid Fraud Control Unit; Chad Golden, Brandywine Nursing and Rehab; Staci Marvel, DMMA and Tiffany Stewart, Point of Hope.

1. Call to order

The meeting was called to order at 9:46 AM by Lisa Furber, DNHRQAC Chair. Meeting participants introduced themselves.

2. Approval of the Minutes for the meeting of:

The meeting minutes' draft of July 11, 2017, September 12, 2017, November 14, 2017, January 9, 2018, March 13, 2018, May 8, 2018, July 10, 2018 and September 25, 2018 were not voted upon due to lack of quorum.

3. Discussion of:

Patient Centered Care

Hooshang Shanehsaz, State Pharmacy Director, provided commission members with an update regarding pharmacy services.

During the last 5 years, as part of an increased-efficiency initiative, Pharmacy services began intense examination of all resident medications through: 1) reviewing the reason for the medication, 2) identifying diagnosis; 3) conceptualizing the disease state; and 4) developing a gradual dose reduction plan, when possible. As a result, a multidisciplinary team approach was used to monitor residents, make sustainable changes, provide tools for staff and improve the quality of life.

The team began reviewing medication classifications, creating Antibiotic Stewardship, Pain Stewardship and Inventory Control overview. A formulary review was conducted to determine potential generic equivalents that may be used in place of more expensive brand medications to treat certain

medical conditions, and provide cost savings. If a resident did not benefit from the generic form, the team returned to using the original prescribed medication. The goal was to promote an appropriate, cost-effective use of medications and supports relating to patient care.

The team reviewed medication in all classes, including: antipsychotic, anti-anxiety, insulin, and antibiotics. Residents' medical conditions such as high blood pressure, diabetes, and GERD were reviewed. These initiatives have resulted in significant reduction of use and cost in many categories such as pain management, antipsychotics, and antibiotics; in some cases up to 80% reduction.

Pharmacy has encountered some challenges during this process: regulations have changed at State and Federal levels; cost of medications continues to increase; those being served have multiple chronic and complex medical conditions, and pharmacy's budget has decreased. The mission of pharmacy continues to be to maximize services and residents' quality of life. To help create sustainable solutions and tools for direct care staff dealing with residents, Neurobehavioral Health (Dr. Winters) and Pharmacy cooperated to establish committees to train staff, help create care plans, review and suggest medication changes, as well as track treatment modifications.

Neuro-Behavioral Health Training

Dr. Winters and several Delaware Hospital for the Chronically Ill staff members provided testimony regarding a novel program to address neurobehavioral conditions. The program was designed to provide nonpharmacological tools to address challenging behavior. Currently, there are 113 residents at DHCI, and up to 70% of those residents have a comorbid psychiatric condition.

May 2018, Dr. Winters began training five CNAs in a twelve-week neurobehavioral health program. Topics included: major psychiatric diagnoses and treatment approaches; culture change; psychological first aid; assisting those with memory/cognitive impairment such as TBI and dementia; grief/end-of-life issues; behavior modification techniques; use of narrative medicine and parallel charting; pharmacological interventions, etc. The Neurobehavioral health team consists of CNA's, nurse supervisor, psychologist, pharmacist, and activity therapy director and staff who meet often to discuss progress/setbacks and future plans of action. The team also comprises the Psychotropic Medication Advisory Committee, which performs pre- and post-assessments and tracks use of psychotropic medication in the facility.

Lisa Furber and Margaret Bailey will schedule a session with Dr. Winters to observe the neurobehavioral health program in action. Members discussed the possibility of rolling this program out to the private sector. Dr. Lorraine Phillips and Dava Newnam offered to assist.

DHCI Neurobehavioral staff present at the meeting: Dr. Winters, Hooshang Shanehsaz, Jessica Guido-Brown (Nurse Supervisor); and CNAs: Rhonda Evans-Jackson, Trisha Lavage, and Angela Foraker. Each provided their insight about the neurobehavioral health program.

Point of Hope – Tiffany Stewart, Program Director

Tiffany Stewart, Program Director, provided an overview of services offered at Point of Hope.

This family owned business offers specialized facility based programs for persons with severe and profound intellectual disabilities, autism, ABI/TBI, neurological impairments and those with special medical needs. The services include a residential day program and supported employment. The staffing ratio is 5:1.

Point of Hope began offering services in their New Castle County location – 2006. There are currently 25 – 30 clients that participate in the brain injury program. Each individual’s program is designed to meet their needs, interests and abilities. The brain injury program is more recreational based and goal is to assist clients in maintaining a level of independence.

In 2012, Point of Hope opened their clubhouse in Smyrna, which offers services to medically fragile individuals needing nursing supports. Currently, 10 clients are served at this location. Point of Hope incorporates academics, communication, cooking, maintenance, social skills and activities of daily living into the clients individualized goals.

For more information, contact Point of Hope @ 302.731.7676.

Medicaid Fraud Control Unit – Kate Keller, Esquire, MFCU Director

Christina Kontis, Deputy Director for the Medicaid Fraud Control Unit, provided an overview to commission members. There are currently 17 staff within the unit who investigate and prosecute illegal acts relating to Medicaid funds. The unit also sues civilly.

The unit was created in 1980 and is housed within the Delaware Department of Justice.

MFCU has a professional staff of prosecutors, investigators and auditors who review allegations involving:

- Medicaid Fraud: Civil or Criminal Fraud against the state by healthcare providers who treat Medicaid recipients.
- Patient Abuse, Neglect or Mistreatment: Criminal abuse, neglect or mistreatment of patients in health-care facilities, including nursing homes and mental health residential facilities.
- Financial Exploitation: Theft or misuse of funds belonging to residents of Delaware Health care facilities.
- Medication diversion

This unit often receives referrals from other state agencies such as the Division of Health Care Quality, Professional Regulations, etc. Deputy Director Kontis stressed the importance of sending in a referral sooner than later to preserve evidence.

A question was raised regarding alleged staff to resident abuse. Ms. Kontis mentioned that a referral is automatically forwarded to MFCU so the unit can determine whether there is enough evidence to prosecute or decline due to insufficient evidence.

MFCU staff is able to provide education within long term care facilities.

To submit a referral or request training, please contact MFCU: 302.577.8500.

4. Old/New Business:

FY19 Annual Report

Margaret Bailey and Lisa Furber have been working on FY19 annual report draft and will present to commission members in the near future.

DNHRQAC Memberships

It was noted during the meeting that there are still five governor appointed vacancies on the commission. All commission members are encouraged to attend the bi-monthly meetings.

DNHRQAC Legislation

The commission plans to introduce proposed legislation in January 2019, to address Governor appointed membership vacancies.

Emergency Preparedness

The commission discussed CMS's emergency preparedness requirements for nursing homes which became effective in November 2017. It appears that CMS is proposing to weaken the requirements to reduce burdens on providers. Although there weren't enough commission members present to vote, the group discussed whether they would consider submitting comments regarding the proposal, which is due November 19, 2018.

DNHRQAC 2019 Meetings

A copy of the 2019 DNHRQAC meeting schedule draft was provided to commission members. Ms. Furber, DNHRQAC Chair, mentioned she may have a potential scheduling conflict going forward as she was recently appointed to another board/commission. Ms. Furber will send an email to members to discuss & address the potential conflict and potential remedies.

5. Public Comment:

Alzheimer's Assoc Annual Conference

The Delaware Valley will host their annual conference on November 14, 2018 at Dover Downs. This event offers multiple breakout sessions on a wide variety of topics relating to dementia.

Health Observances

US Antibiotic Awareness Week Nov 12 – 18
Nat'l Hospice and Palliative Care Month – November
Nat'l Family Caregivers month – November
Nat'l Healthcare Quality Week – Oct 21 - 27

Educational Initiatives

NH Administration Regulation Course - UD Professional & Continuing Studies started September 17, 2018. The course was designed to provide participants with an understanding of regulations that govern long term care facilities. Topics will also include: residents' rights, admission & discharge policies, quality of life/care, etc. UD Professional & Continuing Studies: 302.831.7600 or continuing-ed@udel.edu.

IV Therapy Training - Basic IV Therapy Training will be offered @ Bay Health (Dover site) beginning November 14, 2018. This course was designed to provide professionals with hands-on training, CEUs, policy templates, etc. Bayhealth: 302.744.7135. Bay Health plans to offer this basic training on a quarterly basis.

FY 20 Public Budget Hearings

Members received a copy of the FY 20 Public Budget Hearings which will be held at Legislative Hall in the Senate Hearing Chambers.

State Ombudsman

Jill McCoy has accepted the position as DHSS State Ombudsman. Ms. Bailey will contact Ms. McCoy and invite her to a future commission meeting.

Residents Rights Month

Residents Rights month was in October. In the past, DHSS Long Term Care Ombudsman Program (LTCOP) sponsored a Residents Rights Rally (RRR) annually for residents across the state to gather and celebrate awareness of dignity, respect and the rights of each resident. LTCOP cancelled last year's rally. The commission plans to discuss this further in the near future.

6. Next commission meeting will be held January 8, 2019 @ 9:30 AM. The location: Legislative Hall – 150 Martin Luther King Jr Blvd Tatnall Bldg Room 112 Dover, DE 19901.

7. Adjournment

The meeting was adjourned at 12:09 PM by Lisa Furber.

Attachments: September 25, 2018 meeting minutes draft
 Point of Hope materials
 2019 DNHRQAC Meeting Schedule - draft
 CMS's Nursing Home Emergency Preparedness proposal